## California Public Utilities Commission Consumer Affairs Branch

## **Communications Industry**

## Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory January 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Federal Program/Equipment	1
			AmeriMex Communications Corp. Total	1
CLC1001,	AT&T California	Billing	Bill Adjustment	5
LEC1001		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	High Bill	7
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Billing	Payment Error	2
		Lifeline	LLB Application Request	9
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnection Non Payment	1
		Service	Outage	22
		Service	Refusal To Serve	2
			AT&T California Total	68
CLC5002, IEC5002	AT&T Corp.	Billing	High Bill	1
			AT&T Corp. Total	1
CEC3014,	AT&T Mobility	Billing	Bill Adjustment	3
CEC3021		Billing	Bill Not Received	1
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Number Portability - Wireless or Landline	1
		1	AT&T Mobility Total	25
CLC7118,	Birch Communications	Billing	Other Charges	1
CLR7118, IER7118		Service	Number Portability - Wireless or Landline	1
			Birch Communications Total	2
CLC6764, CLC7222	Blue Casa Telephone, LLC; Telscape Communications	Lifeline	LLB Application Request	1
		Pluo Casa	Telephone, LLC; Telscape Communications Total	1

CLC6955, CLR6955, Bright House Networks Information   Services (California), LLC	Utility	Utility Name	Category	Subcategory	Count
CLC6335,   EC6335,   EC6336,   EC6	Code				
CLC5335,   CenturyLink   Billing   Slamming   1	CLR6955,		Billing	High Bill	1
CLC5935,   EC6018   Eliling   Bunded Services   1   Eliling   High Bill   1   1   Eliling   High Bill   1   1   Eliling   High Bill   1   1   Eliling   Eliling   Eliling   Other Charges   1   Eliling   Cherr Charges   1   Eliling   Cherr Charges   1   Eliling   Eliling   Other Charges   1   Eliling   Eliling	IEC6955		Bright House Note	works Information Sorvices (California) I.I.C Total	1
ECS935,	CL C5335	Centuryl ink			-
CLC6878	IEC5335,	Somary Emik	Billing		•
Billing   High Bill   1   1   1   1   1   1   1   1   1				CenturyLink Total	1
Billing		Charter			-
Service   Quiage   Charter Total   4	· ·				
CLC5698   Comcast Digital Phone   Billing   Other Charges   1	IEC6878				-
Circ   Circ   Consolidated Communications   Care   Consolidated Communications   Care   Consolidated Communications   Care   Care   Consolidated Communications   Care			Service		•
Policy and Practices   Abusive Marketing	CI C5698	Comcast Digital Phone	Rilling		-
Service   Number Portability - Wireless or Landline   1		Conicast Digital 1 none			
Service   Coutage   2	120000				-
CLC1015			Service		2
LEC1015  CLC5684, IEC5684 Business  Cox; Cox Communications; Cox Billing Billing High Bill Adjustment 1  Service Delayed Orders/Missed Appointments 1  CLC5233, CREDO; Working Assests Long Distance Total 5  CLR5233, DMR Communications, Inc.  CLC6735, IEC6735  CLC1002, LEC1002  ECS23  DMR Communications, Inc.  Service Call Quality 1  ECC1002, Billing Bulli Adjustment 1  ECC1003, Billing Bundled Services 1  Lifeline LLB Application Request 1  Lifeline LLB Approved for Discount 1  Lifeline LLB Approved for Discount 1  Lifeline LLB Discount Switched to Other Carrier 1  ECC1026 Frontier Communications of the Southwest, Inc. Total 2  ECC1026 Frontier Communications of the Southwest, Inc. Total 2  ECC1027 Frontier Communications of the Southwest, Inc. Total 3  Billing High Bill 1  Service Delayed Orders/Missed Appointments 10  Service Number Portability - Wireless or Landline 2  ECC1026 Frontier Communications of the Southwest, Inc. Total 1  ECC1026 Granite Telecommunications, LLC Total 1  ECEC4428 Granite Telecommunications, LLC Total 1  ECEC4428 Granite Telecommunications, LLC Total 1  ECEC4428 Granite Telecommunications, LLC Total 1  ECEC4485 H20 Bolt; Envie; Easy Service Dead Zones/Dropped Calls 1				Comcast Digital Phone Total	5
CLC5684, Business    Business	,	Consolidated Communications CA	Lifeline	LLB Application Request	1
Business   Business   Billing   High Bill   1   2   2   2   2   2   2   2   2   2					11
Service   Delayed Orders/Missed Appointments   1   2   2   2   2   2   2   2   2   2	CLC5684,	Cox; Cox Communications; Cox	Billing	Bill Adjustment	1
Service	IEC5684	Business			1
CREDO; Working Assests Long   Billing   Other Charges   1					
CLEG1233   Distance   Total   1			Service		
Distance   CREDQ; Working Assests Long Distance Total   1			I =		
CLC6735.   DMR Communications, Inc.   Service   Call Quality   1	•		Billing		1
EC6735			T		-
Frontier California, Inc.		DMR Communications, Inc.	Service	·	·
Billing   Bundled Services   1	2: 2:22	I=	Insur	·	_
Billing   Early Termination Fee - ETF   1   Billing   High Bill   13   13   13   15   15   15   15   15	•	Frontier California, Inc.			
Billing	LEC1002				
Billing   Other Charges   17					
Billing   Payment Error   1					
Lifeline LLB Application Request Lifeline LLB Approved for Discount 2 Lifeline LLB Discount Switched to Other Carrier 1 Policy and Practices Abusive Marketing 7 Service Call Quality 1 Service Delayed Orders/Missed Appointments 10 Service Number Portability - Wireless or Landline 2 Service Number Portability - Wireless or Landline 2 Service Number Portability - Wireless or Landline 16  LEC1026 Frontier Communications of the Southwest, Inc. Total 82  LEC1026 Frontier Communications of the Southwest, Inc. Service Number Portability - Wireless or Landline 1 Service Number Portability - Wireless or Landline 1 Service Number Portability - Wireless or Landline 1  Frontier Communications of the Southwest, Inc. Total 2  CER4423 Global Connection Inc. of America Lifeline LLB Federal Program/Equipment 1  CLC6842, IEC6842 Granite Telecommunications, LLC Billing Other Charges 1  CER4381 Greatcall, Inc. Billing High Bill 1  CER4485 Greatcall, Inc. Billing High Bill 1  CER4485 H2O Wireless; H2O Bolt; Envie; Easy Gervice Dead Zones/Dropped Calls 1					
Lifeline LLB Approved for Discount 2 Lifeline LLB Discount Switched to Other Carrier 1 Policy and Practices Abusive Marketing 7 Service Call Quality 1 Service Delayed Orders/Missed Appointments 10 Service Number Portability - Wireless or Landline 2 Service Number Portability - Wireless or Landline 2 Service Number Portability - Wireless or Landline 2 Service Number Portability - Wireless or Landline 16  Frontier Communications of the Southwest, Inc. Total 82  LEC1026 Frontier Communications of the Southwest, Inc. Total 9 Service Number Portability - Wireless or Landline 1 Service Number Portability - Wireless or Landline 1 Service Number Portability - Wireless or Landline 1  Frontier Communications of the Southwest, Inc. Total 2  CER4423 Global Connection Inc. of America 1  CLC6842, Granite Telecommunications, LLC Billing Other Charges 1  CLC6842, Inc. Total 1  CER4485 Greatcall, Inc. Billing High Bill 1  CER4485 H2O Wireless; H2O Bolt; Envie; Easy Service Dead Zones/Dropped Calls 1					5
Policy and Practices   Abusive Marketing   7					2
Service   Call Quality   1   Service   Delayed Orders/Missed Appointments   10   Service   Delayed Orders/Missed Appointments   10   Service   Number Portability - Wireless or Landline   2   Service   Outage   16   Service   Outage   16   Service   Outage   Trontier California, Inc. Total   82			Lifeline		
Service   Delayed Orders/Missed Appointments   10			Policy and Practices		
Service   Number Portability - Wireless or Landline   2   Service   Outage   16					
Service   Outage   16					
LEC1026 Frontier Communications of the Southwest, Inc.    Frontier Communications of the Southwest, Inc.   Billing Service   Number Portability - Wireless or Landline   1					
Frontier Communications of the Southwest, Inc.   Billing   High Bill   1   Service   Number Portability - Wireless or Landline   1			Service		_
Southwest, Inc.    Service   Number Portability - Wireless or Landline   1	I EC4020	Erentier Communications of the	Rilling		
CER4423   Global Connection Inc. of America   Lifeline   LLB Federal Program/Equipment   1	LEC 1026				
CER4423 Global Connection Inc. of America Lifeline LLB Federal Program/Equipment 1  Global Connection Inc. of America Total 1  CLC6842, Granite Telecommunications, LLC Billing Other Charges 1  CER4381 Greatcall, Inc. Billing High Bill 1  CER4485 H2O Wireless; H2O Bolt; Envie; Easy Go  LLB Federal Program/Equipment 1  Global Connection Inc. of America Total 1  High Bill 1  Greatcall, Inc. Total 1  Dead Zones/Dropped Calls 1		Joodinwest, Illo.			
CLC6842, IEC6842 Granite Telecommunications, LLC Billing Other Charges 1  CER4381 Greatcall, Inc. Billing High Bill 1  CER4485 H2O Wireless; H2O Bolt; Envie; Easy Go  Dead Zones/Dropped Calls 1  Other Charges 1  High Bill 1  Dead Zones/Dropped Calls 1  Dead Zones/Dropped Calls 1	CER4423	Global Connection Inc. of America			
CLC6842, IEC6842 Granite Telecommunications, LLC Billing Other Charges 1  CER4381 Greatcall, Inc. Billing High Bill 1  CER4485 H2O Wireless; H2O Bolt; Envie; Easy Go  Dead Zones/Dropped Calls 1  Other Charges 1  High Bill 1  Dead Zones/Dropped Calls 1  Dead Zones/Dropped Calls 1				Global Connection Inc. of America Total	1
CER4381   Greatcall, Inc.   Billing   High Bill   1		Granite Telecommunications, LLC	Billing		
CER4381 Greatcall, Inc.  Billing High Bill 1  Greatcall, Inc. Total 1  CER4485 H2O Wireless; H2O Bolt; Envie; Easy Go  Dead Zones/Dropped Calls 1	ILCU042			Granite Telecommunications 11 C Total	1
CER4485 H2O Wireless; H2O Bolt; Envie; Easy Go Dead Zones/Dropped Calls 1	CER4381	Greatcall, Inc.	Billing		-
CER4485 H2O Wireless; H2O Bolt; Envie; Easy   Service   Dead Zones/Dropped Calls   1   Go	22.1.001		118		·
	CER4485	1	Service		
		100		H2O Wireless; H2O Bolt; Envie; Easy Go Total	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			I-Wireless, LLC Total	1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
			Life Wireless Total	1
CEC3079	MetroPCS	Service	Disconnection Non Payment	1
			MetroPCS Total	1
CER4487,	Preferred Long Distance, Inc.	Billing	Slamming	1
CLC5502,		Service	Delayed Orders/Missed Appointments	1
CLR5502,				
IEC5502				
		I =	Preferred Long Distance, Inc. Total	2
IER6888	Securus Technologies, Inc.	Billing	Disputed Customer of Record	1
1 504040	lo:	lo ·	Securus Technologies, Inc. Total	1
LEC1016	Sierra Telephone Company, Inc.	Service	Outage	1
01.07000	10	loi	Sierra Telephone Company, Inc. Total	1
CLC7002,	Sonic Telecom, LLC	Service	Outage	1
CLR7002			Sonic Telecom, LLC Total	1
CLC7005,	Southern California Telephone	Service	Outage	1
CLC7005, CLR7055,	Company	Service	Outage	ı
IER7055	Company			
ILITY 000	•		Southern California Telephone Company Total	1
CER4522	Spectrum Mobile, LLC	Policy and Practices	Abusive Marketing	1
	,		Spectrum Mobile, LLC Total	1
CEC3062,	Sprint; Sprint PCS	Billing	High Bill	3
CER4332,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Billing	Other Charges	2
CLC5112,		Billing	Slamming	1
CLC5122,		Policy and Practices	Abusive Marketing	3
IEC5112,		Service	Dead Zones/Dropped Calls	2
PCC3062,		Service	Delayed Orders/Missed Appointments	2
PCC3064,				
PCC3066				
			Sprint; Sprint PCS Total	13
CLC6996,	Suddenlink Communications	Service	Outage	1
IEC6996				
OFD 4000	In all all Malling To Constant	11 :4 - 1:	Suddenlink Communications Total	1
CER4380	Surelink Mobile; TruConnect	Lifeline Lifeline	LLB Address Error  LLB Federal Program/Equipment	1
	_	Lifeline	· · · · · · · · · · · · · · · · · · ·	
CER4411	Tag Mobile, LLC	Lifeline	Surelink Mobile; TruConnect Total  LLB Federal Program/Equipment	1
CER4411	Tag Mobile, LLC	Lifeline	Tag Mobile, LLC Total	1
CER4410,	TC Telephone, LLC; Horizon Cellular	Rilling	Slamming	1
CLC6875,	To relephone, LLO, Horizon Centilal	Billing	Sianiming	'
CLR6875,				
IEC6875				
			TC Telephone, LLC; Horizon Cellular Total	1
CER4398,	Telepacific Communications	Billing	Early Termination Fee - ETF	1
CLC5248,				
01.05704				
CLC5721,				
CLC5859,				
CLC5859, CLR5721,				
CLC5859, CLR5721, IEC5248,				
CLC5859, CLR5721, IEC5248, IEC5721,				
CLC5859, CLR5721, IEC5248,				
CLC5859, CLR5721, IEC5248, IEC5721, IEC5859			Telepacific Communications Total	1
CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Time Warner Cable	Billing	Cramming	1
CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 CLC6874, CLR6874,	Time Warner Cable	Billing	Cramming High Bill	1 1
CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 CLC6874, CLR6874, DVS1158,	Time Warner Cable	Billing Billing	Cramming High Bill Other Charges	1 1 1
CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 CLC6874, CLR6874, DVS1158, IEC6874,	Time Warner Cable	Billing Billing Lifeline	Cramming High Bill Other Charges LLB Application Request	1 1 1
CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 CLC6874, CLR6874, DVS1158,	Time Warner Cable	Billing Billing Lifeline Policy and Practices	Cramming High Bill Other Charges LLB Application Request Abusive Marketing	1 1 1
CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 CLC6874, CLR6874, DVS1158, IEC6874,	Time Warner Cable	Billing Billing Lifeline	Cramming High Bill Other Charges LLB Application Request	1 1 1 1

Utility	Utility Name	Category	Subcategory	Count
Code				
CEC3056	T-Mobile (Brightspot; Go-Smart	Billing	Bill Adjustment	1
	Mobile; Univision Mobile; Walmart	Policy and Practices	Abusive Marketing	1
	Family Mobile)			
		htspot; Go-Smart Mobile	; Univision Mobile; Walmart Family Mobile) Total	2
CER4231	TracFone Wireless (Net10; Page	Lifeline	LLB Application Request	3
	Plus Wireless; SafeLink, Simple	Lifeline	LLB Approved for Discount	1
	Mobile; Straight Talk Wireless;	Lifeline	LLB Discount Switched to Other Carrier	1
	TelCel America; Total Wireless)	Lifeline	LLB Federal Program/Equipment	4
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
			nk, Simple Mobile; Straight Talk Wireless; TelCel	11
CLC5807	Utility Telephone	Service	Delayed Orders/Missed Appointments	1
			Utility Telephone Total	1
CLC5253,	Verizon Access Transmission	Lifeline	LLB Application Request	1
IEC5253	Services			
			Verizon Access Transmission Services Total	1
CEC3002,	Verizon Wireless	Billing	Bill Adjustment	2
CEC3029,		Billing	Early Termination Fee - ETF	2
CEC3038		Billing	High Bill	5
		Billing	Other Charges	4
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
		Service	Disconnection Non Payment	1
			Verizon Wireless Total	16
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	4
		Lifeline	LLB Federal Program/Equipment	9
			Virgin Mobile; Assurance Wireless Total	17
DVS1135	Vonage America, Inc.	Billing	Cramming	1
			Vonage America, Inc. Total	1
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
			XO Communications Services Total	1
			Grand Total	

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.